

Partnering to help a community services organisation migrate to the cloud

Lexmark and **Big Vision and Print (BVP)**, a provider of small print, big print and Audio Visual solutions based in Wollongong, have partnered to design and deliver a new fleet and a cloud-based managed print service (MPS) for **CareSouth**, a community services organisation in NSW.

CareSouth, the client, provides residential accommodation to children and teenagers with complex, medium to high support needs, who are unable to live in their family environment.



Challenges

CareSouth had an outdated print infrastructure that was inadequate for handling the high demands of print volume and quality that were required in their day-to-day operations.

The community services organisation sought the assistance of BVP to update its printer fleet to one that best fit their performance and technology needs. BVP was first a provider of videoconference services for CareSouth, turning also its MPS provider through this request.



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Big Vision + Print, says Lexmark was a clear option to partner with, given its approach to deliver solutions in the best interest of the client and its comprehensive support structures for partners in place.

"We decided to co-consult with Lexmark to guide our customer through the somewhat challenging task of migrating to a Cloud Print Management solution. We truly value Lexmark's outstanding customer service - so much so that when any new client that comes on board, the conversation begins with the benefits of migrating to the cloud with Lexmark", he said.

The design of the new fleet and ongoing MPS for CareSouth was tailored by BVP and Lexmark to address some of the issues the organisation was facing, in particular the use of a tired and outdated print infrastructure in a scenario of increased demand for its community services.

The user workforce made up a large portion of the print volume output across the five offices of the organisation in NSW. The previous print access system was inefficient and costly with a manual spreadsheet system. For the IT department this manual process was a burden, costing time and IT resources to manage every new user to arrange access to printing.

Solution

Lexmark and BVP partnered in February 2021 to deliver a cloud-based Print Management Solution that offered simple native O365 authentication, that transformed the outdated print infrastructure of CareSouth. The implementation delivered a host of benefits to the client, improving efficiency and time management as well as ease of use. BVP has upheld an ongoing relationship with the community services organisation since 2015, meaning that there was a strong foundation of trust between all parties involved that would facilitate print services transformation.

After a month-long trial of the first Cloud Print Management Solution in the provider's head office, Lexmark and BVP began deploying the full solution across all sites in March 2021. The solution has extended today over 300 users across the five offices of CareSouth.

Prior to Lexmark and BVP's partnership, the community services organisation sported an ageing A3 only fleet, with predominantly large devices scattered across offices. The pre-existing print access system was replaced and is now entirely managed in the cloud.



BVP and Lexmark recommended CareSouth to install a fleet of 12 A4 devices across the five offices. A4 was recommended as the predominant print format, due to the high number of in-house, short-run marketing collateral printed across the organisation. Lexmark and BVP found that A4 met most of the print needs of the client, as only 6% of the organisation's print volume was comprised of A3 sizes. The result of

the fleet rationalisation enabled CareSouth to save a considerable amount of money by not needing to acquire A3 devices with the gain in productivity with higher print speeds. Pantone calibration was another Lexmark feature set that complimented in house marketing department. Offering consistent output across the fleet, leading to highly accurate tones across all colour print outputs. A3 size output was still required and allowed BVP to strategically deploy A3 devices based on location and usage requirements.

About Big Vision + Print

Big Vision + Print (BVP) is a Wollongong-based Integrated Technologies Solutions provider, who have been operating in the region since as early as 1948. The organisation hosts a full suite of print and audiovisual solutions, backed with in-house technical service.

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